Amendment to the Specification

Please replace paragraph 0020 with the following paragraph:

[0020]   The business string field 188 is shown further in Figure 3. Business string 188 preferably provides a unique combination of business requirements as well as technical details in a standardized format for each message. The business string 188 preferably is a slash ("/") delimited alphanumeric character string, although other formats could be adopted as well. The various elements of the business string 188 include a customer 200, business designation 202, product category 204, product type 206, managed object type 208, type 210, agent 212, and manager 214. Preferably, each element of the business string is kept as short as possible while still maintaining meaning within the organization framework with which the messages are used. The information used to assemble the business string 188 may be stored in lookup tables (not specifically shown in Figure 1) in the agents 120-124 and/or mid-level managers 110-114.

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